Collect UCS Tech Support Files: B-Series, C-Series, S-Series, X-Series, and Intersight Appliance

Contents

Introduction

This document describes how to collect Cisco Integrated Management Controller, Unified Computing System Manager, and Intersight tech support files.

Background Information

The document describes how to create and download tech support files from Unified Computing System Manager (UCSM) for B-Series, C-Series and X-Series blade servers for release 4.0 and later (HTML Graphical User Interface), for Cisco Integrated Management Controller (CIMC) version 4.0 and later for C-Series servers and S-Series, devices managed by Intersight and for Intersight Appliance.

UCSM

From UCSM, download these types of Tech-support logs:

- UCSM creates a file that contains technical support data for the entire Cisco UCS domain. This file does not include the tech support data for chassis, fabric-extender, rack-server, and server memory.

- UCSM-MGMT creates a file that contains technical support data for the Cisco UCS management services, except for the fabric interconnects.

- Chassis creates a file that contains technical support data for either the CIMCs or I/O modules in a given chassis.

- Fabric-extender creates a file that contains technical support data for a fabric extender.

- Rack-server creates a file that contains technical support data for a C-Series server.

- Server-Memory saves a file that contains server memory technical support data for B-Series and C-Series servers to the specified directory.

- Core-Files - These files result from a UCSM or NXOS process crash. These files are needed to decode and understand what led to the process crash.

Options
_____

◉ ucsm ○ ucsm-mgmt ○ chassis ○ fabric-extender ○ rack-server ○ server-memory

Step 1. Navigate to **Admin** > **Faults, Events & Audit Log** > **TechSupport Files**.

Step 2. From Options, select the technical support data to download.

Create and Download a Tech Support File   ⊘ ✕

Options

Create and Download a Tech Support File

(⦿) ucsm   ◯ ucsm-mgmt   ◯ chassis   ◯ fabric-extender   ◯ rack-server   ◯ server-memory

Technical support data for the entire UCSM instance will be created and <u>downloaded to the default browser download location.</u>

☐ Exclude Commands
☐ Include Fabric Interconnect Trace Logs

Selecting "Exclude Commands" reduces the tech support collection time by excluding all the CLI commands from the file. Do not select this option unless advised to by TAC.

OK   **Cancel**

Step 3. Once the Tech Support File is generated, download the file.

Step 4. Download Core files, if required.
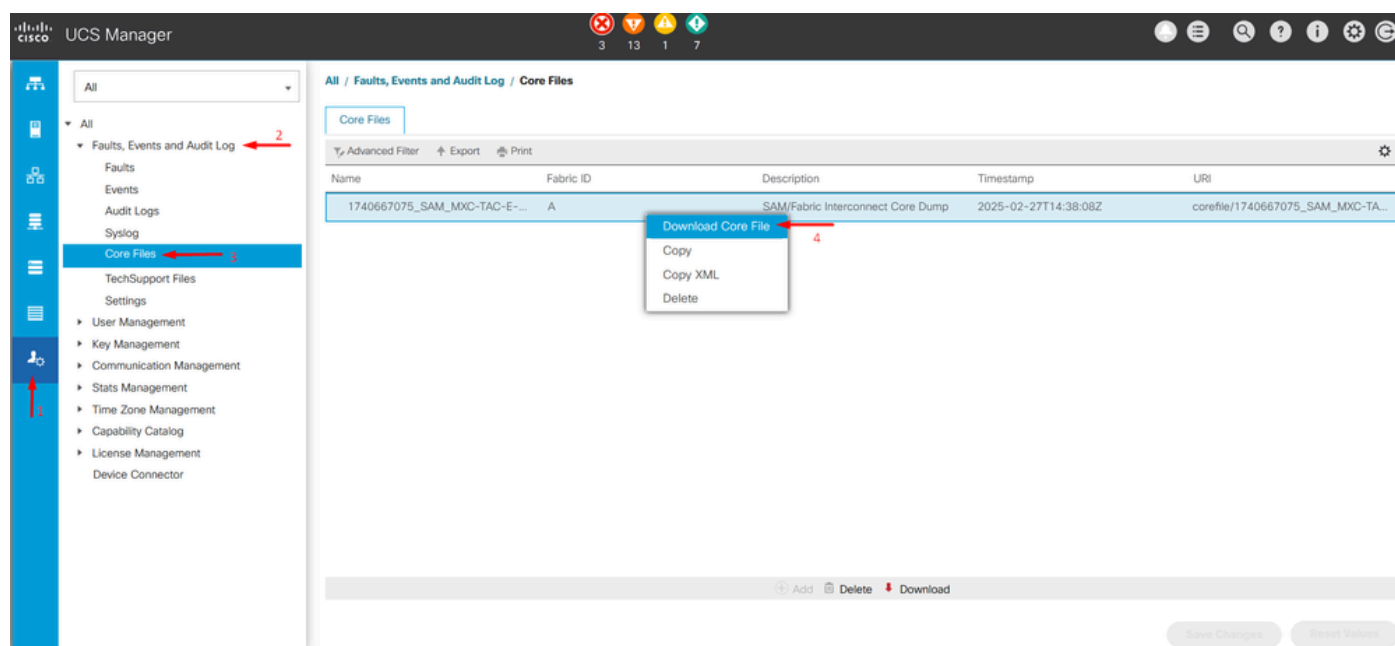
UCSM Managed Server/Chassis/HyperFlex Server (Includes HX, B, C, S and X Series)

Step 1. Navigate to **Admin** > **Faults, Events & Audit Log** > **TechSupport Files**.
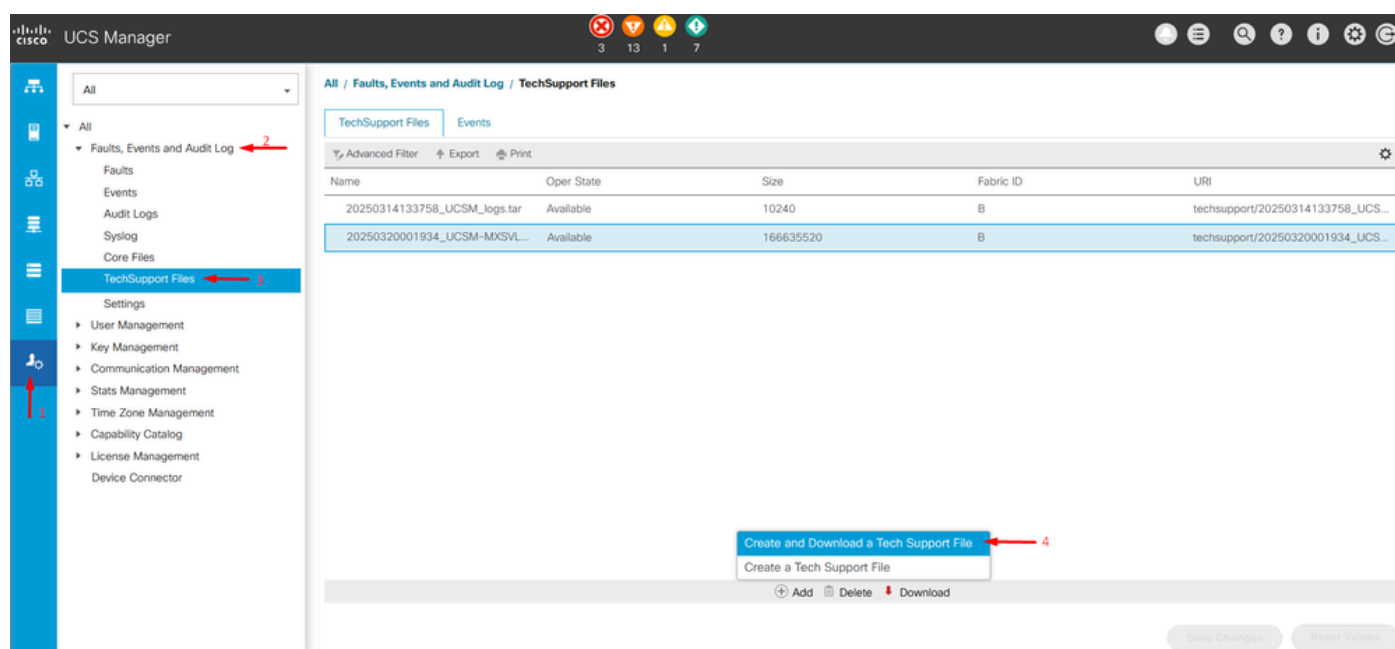
Step 2. In order to download tech support:

- For Chassis Tech Support (includes B-Series Server):

  Under Options, select **Chassis**. Enter the **Chassis ID** to download the tech support and click **OK**.

Create and Download a Tech Support File

Options

Create and Download a Tech Support File

○ ucsm ○ ucsm-mgmt ● chassis ○ fabric-extender ○ rack-server ○ server-memory

Chassis ID : 1

1

CIMC/IOM

2

● CIMC ○ IOM

CIMC ID : all

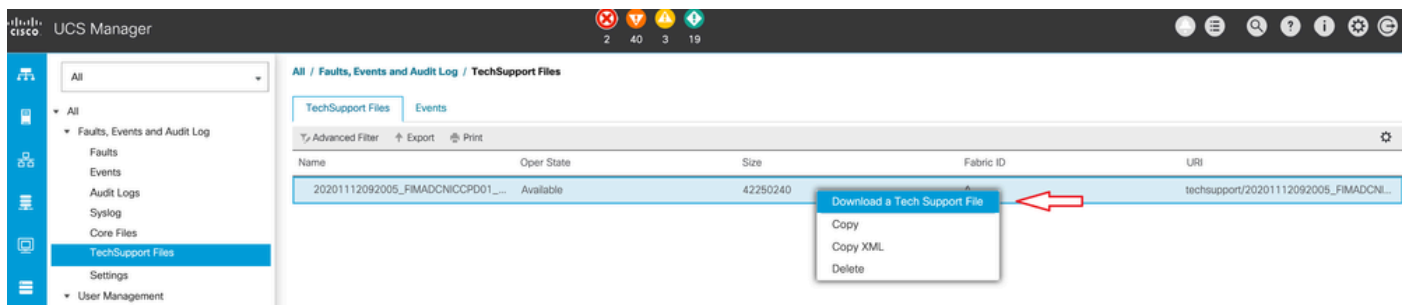☐ Exclude Commands
☐ Include Fabric Interconnect Trace Logs

Selecting "Exclude Commands" reduces the tech support collection time by excluding all the CLI commands from the file. Do not select this option unless advised to by TAC.

OK   **Cancel**

- For UCSM Managed Server (includes C, S, and Hyperflex-Series):

  Under Options, select **rack-server.** Enter the **Rack Server ID** to download the tech support and click **OK**.

Create and Download a Tech Support File

Options

Create and Download a Tech Support File

○ ucsm ○ ucsm-mgmt ○ chassis ○ fabric-extender ● rack-server ○ server-memory

Rack Server ID : `1` Rack Server Adapter ID : `all`

☐ Exclude Commands
☐ Include Fabric Interconnect Trace Logs

Selecting "Exclude Commands" reduces the tech support collection time by excluding all the CLI commands from the file. Do not select this option unless advised to by TAC.

OK **Cancel**

Note: Choose option **rack-server** for C-series and HyperFlex Servers.

Step 3. Once a tech-support file is generated, download the file.

UCS C-Series

Step 1. Log in to CIMC and navigate to **Utilities** under **Admin**.

Step 2. Under Utilities, there are two options: **Export Technical Support Data to Remote** and **Download Technical Support Data for Local Download**.

It also shows the status of **Last Technical Support Data Export**.

Step 3. Click **Download Technical Support Data for Local Download**, select **Generate and Download Technical Support Data** and hit **Generate and Download**.
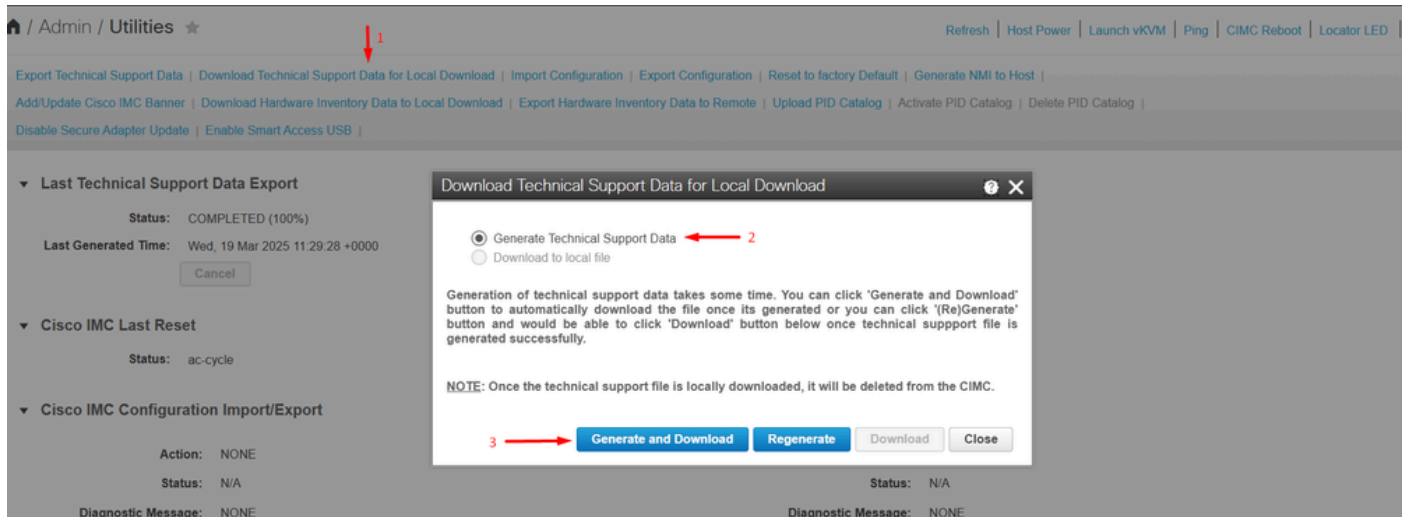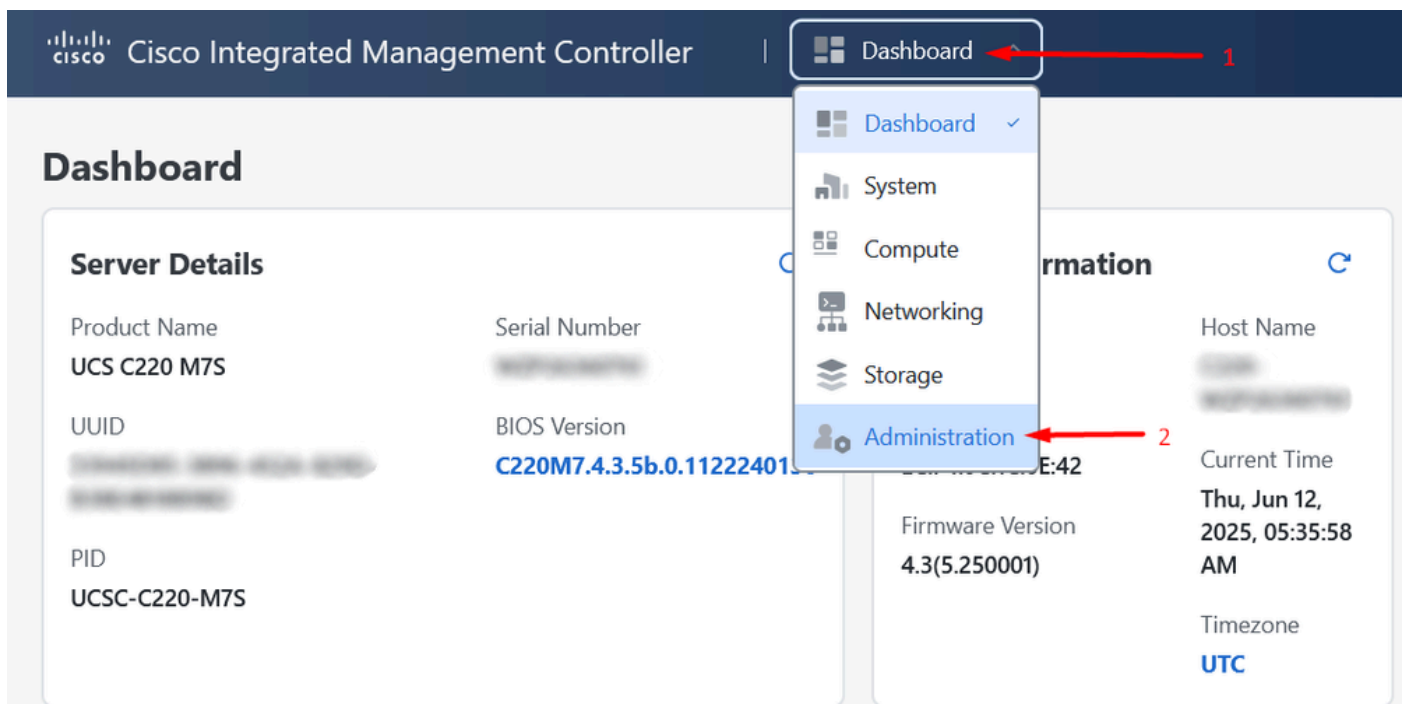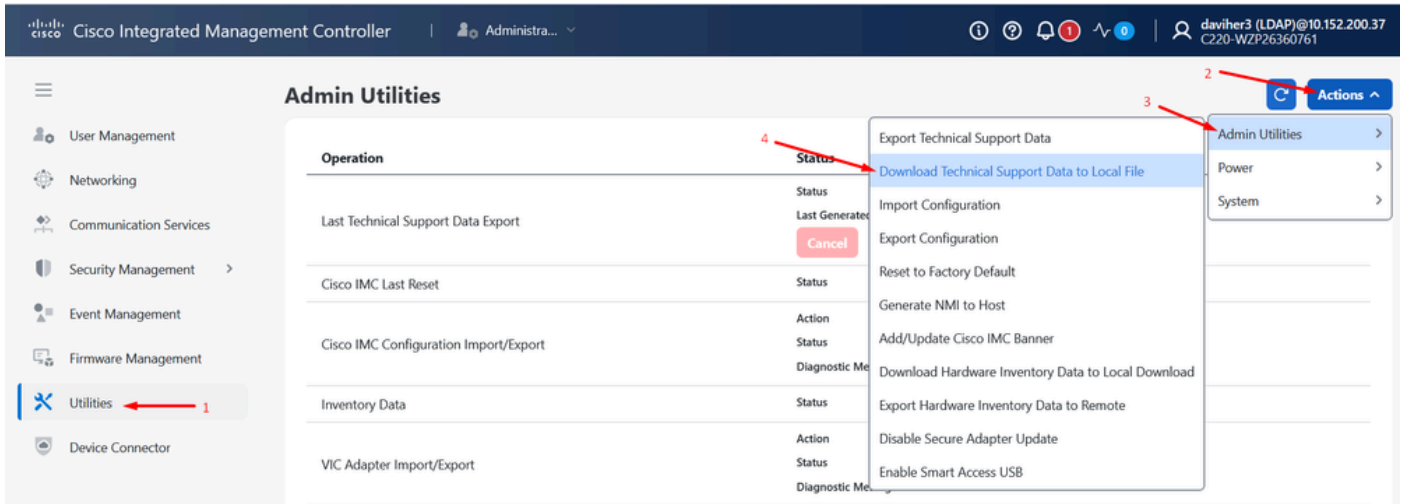
New Interface

Download the logs as shown here in the new release of UCS C-Series firmware.
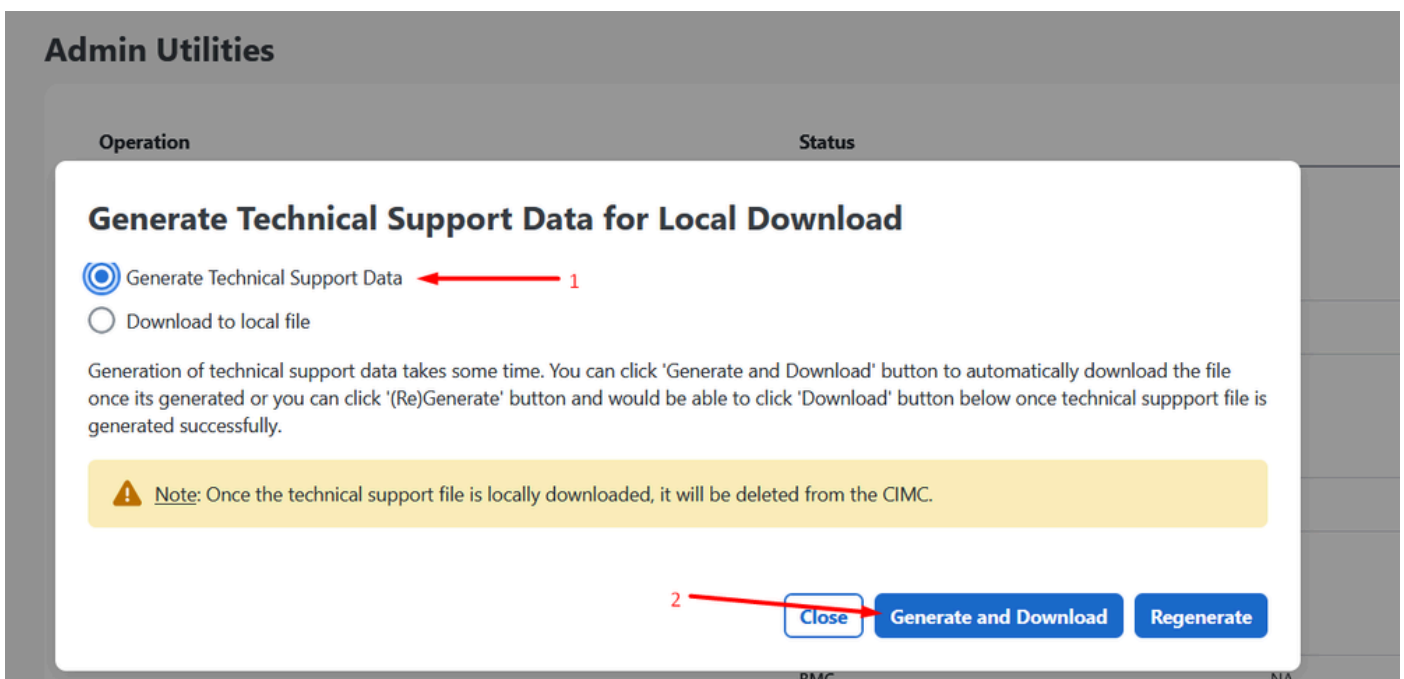
Step 1. Log in to CIMC and navigate to **Administration.**

Step 2. Under **Utilities**, navigate to **Actions** > **Admin Utilities** > **Download Technical Support Data to Local File.**
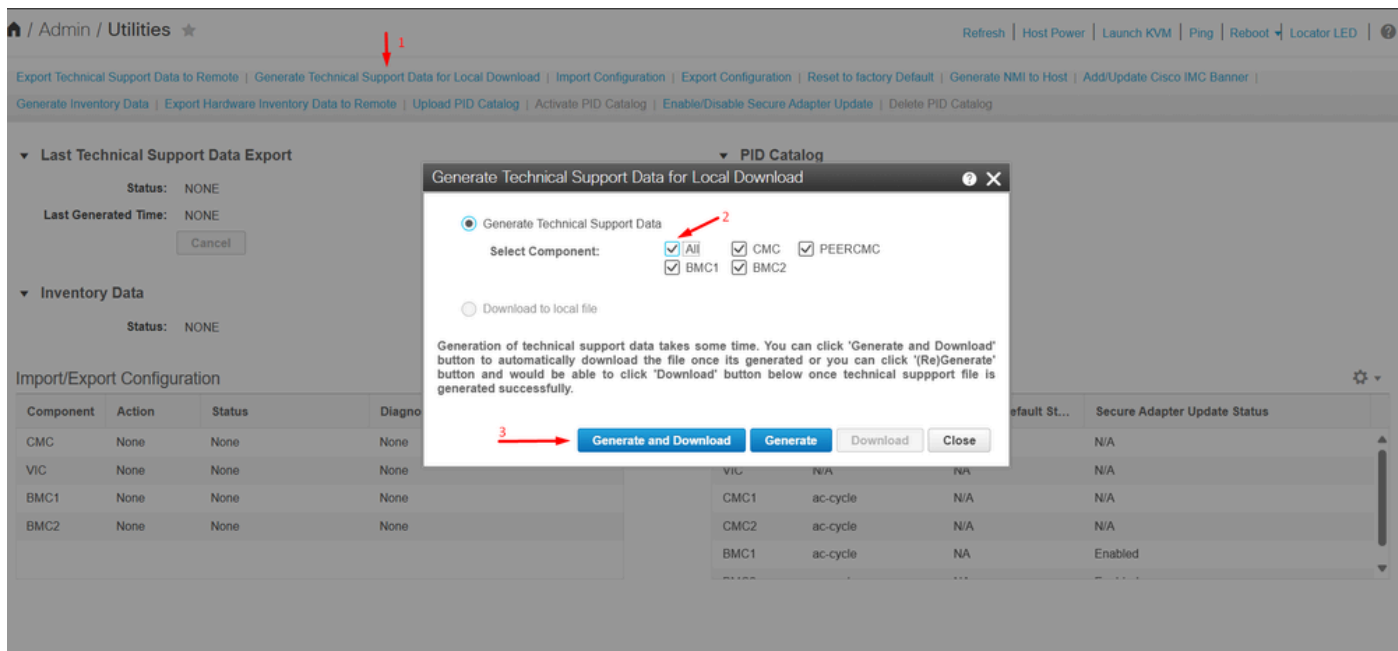
Step 3. Select **Generate Technical Support Data.** Click **Generate and Download**.

UCS S-Series

Step 1. Navigate to **Admin** > **Utilities**.

Step 2. Click **Download Technical Support Data for Local Download**, select **All** in **Generate and Download Technical Support Data** section and click **Generate and Download**.
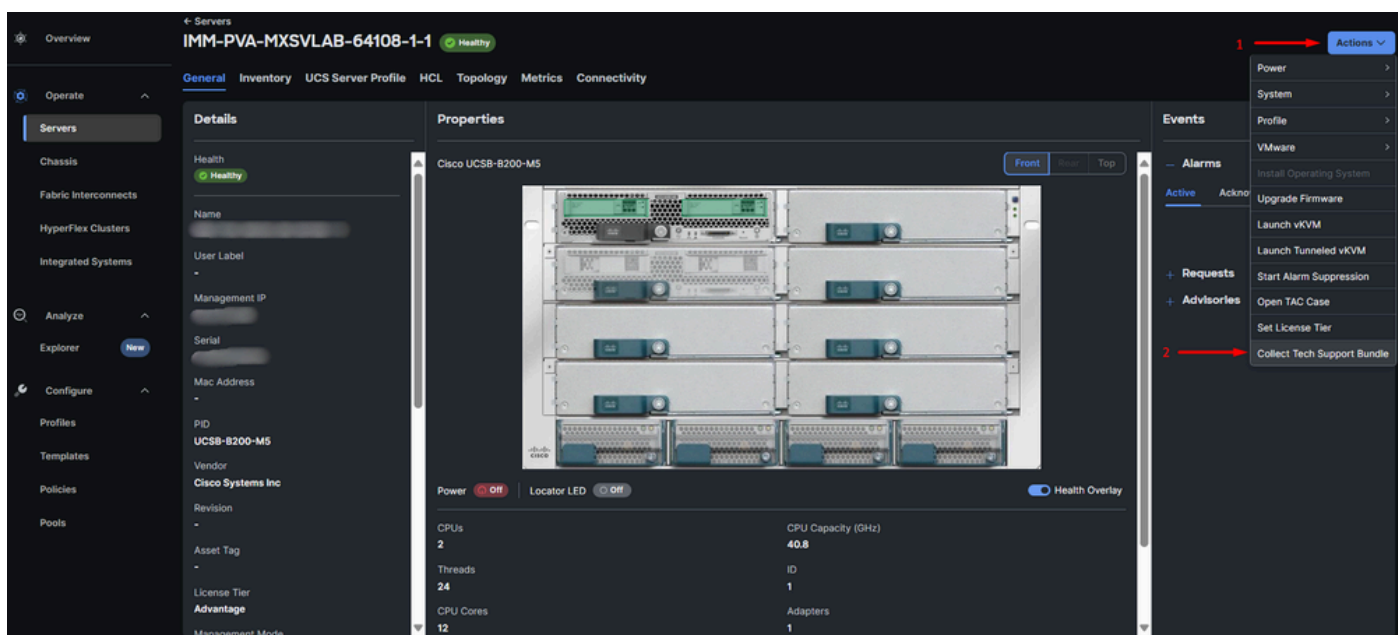
Intersight

The process procedure to generate the tech support bundle for Fabric Interconnect, Chassis or Server is similar. This section is focused on the Server bundle collection.

For more details on each component, see [Collect Intersight Managed UCS Tech Support Bundles Manually - Cisco](#)

🔍 **Tip**: If you are in the situation where you do not have access to the Graphical User Interface of Intersight, please consult this document to obtain the logs from the Device Console: [Collect Intersight Managed Mode Device Log Bundle in Device Console - Cisco](#)
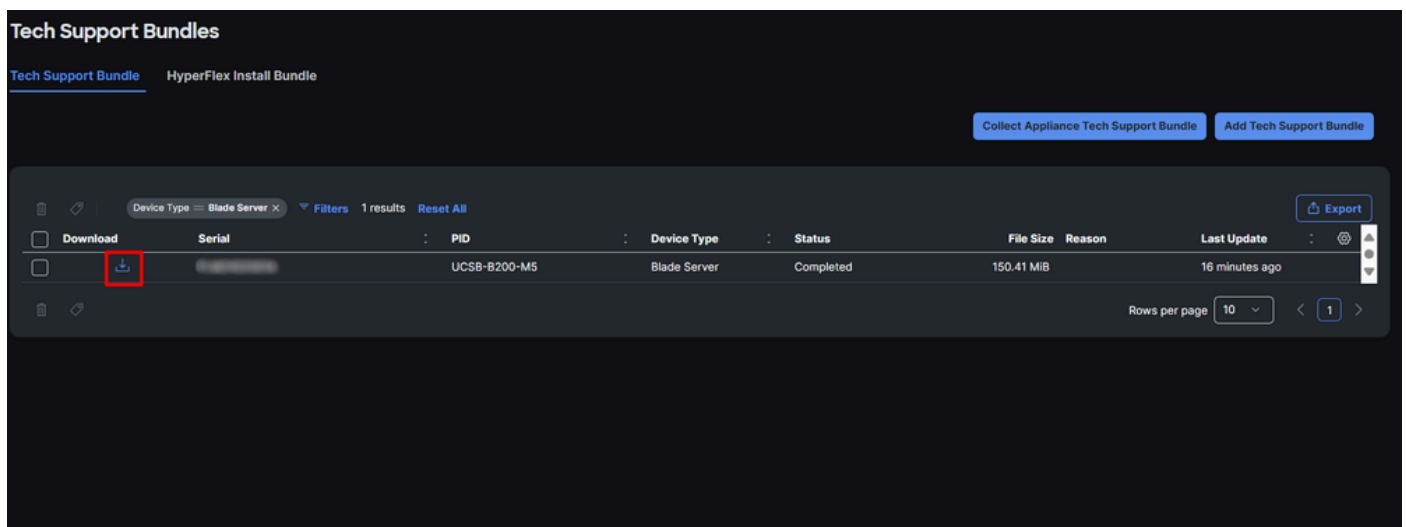

Step 1. Navigate to **Operate** > **Servers**. Click the server from where you want to collect logs.

Step 2. Hit **Actions** and select **Collect Tech Support Bundle**

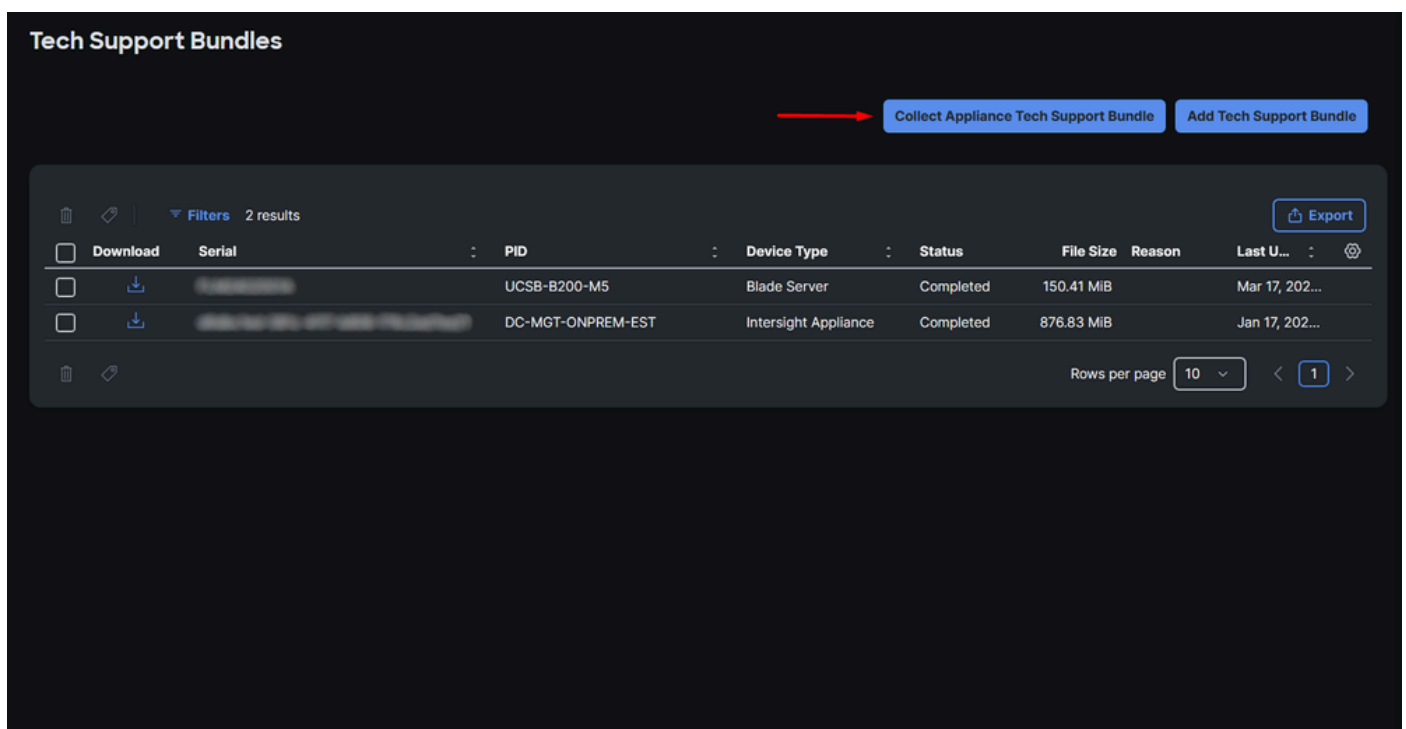Step 3. Navigate to **System** > **Tech Support Bundles**.
Here you can see a list with all the tech support bundles generated and those in progress. Once your bundle is complete, click on the download symbol.

Intersight Appliance (Connected or Private Virtual Appliance)

Step 1. Navigate to **System** > **Tech Support Bundles** > **Collect Appliance Tech Support Bundle**.

Select it and wait for the collection of logs.

Step 2. Click on the download symbol once your bundle is complete.

Related Information

- [Visual Guide to Collect Tech Support Files (B and C Series)](#) (for use with older UCSM and CIMC versions)
- [Collect Intersight Managed UCS Tech Support Bundles Manually - Cisco](#)
- [Collect Intersight Managed Mode Device Log Bundle in Device Console - Cisco](#)